

## **POST AND TELECOMMUNICATIONS DEPARTMENT**

### **CAREER OPPORTUNITY**

Applications are invited from suitably qualified persons to fill the following position within the Department.

#### **SENIOR DIRECTOR, CORPORATE SERVICES (GMG/SEG 5) (VACANT)**

##### ***PAY BAND 11***

**Salary range \$6,820,273 - \$9,172,509 p.a.**

#### **JOB PURPOSE**

The **Senior Director, Corporate Services (GMG/SEG 5)** is responsible for leading and directing the development and implementation of programmes and strategies of the Branches under his/her portfolio; ensuring adequate support services are provided to the Divisions and Postal Operations within the Post and Telecommunications Department in accordance with legalization and policies, to meet the strategic and operational objectives of the organization.

#### **KEY RESPONSIBILITY AREAS**

##### ***MANAGEMENT AND ADMINISTRATIVE***

- Leads in the development and implementation of the Strategic, Corporate and Operational Plans, projects and related Budgets for the Branch;
- Provides advice and recommendations to the Postmaster General and Senior Managers on postal services administration;
- Ensures that corporate services are delivered efficiently across all Divisions and that the highest level of customer service is maintained;
- Coordinates the preparation of responses to audit queries pertinent to the Corporate Services Branch;
- Maintains effective working relationships with external and internal stakeholders and clients, ensuring that the Division provides a consistently high level of service to them.
- Provides policy interpretation, guidance/advice to the Postmaster General and Senior Managers to ensure effective co-ordination of the PTD's functions and compliance with/adherence to existing Public Service regulations/policies.
- Improves efficiency and ensures cost reduction by initiating innovation and or changes in internal management approaches, practices, systems, procedures and policies.

##### ***TECHNICAL/PROFESSIONAL***

- Oversees the development and implementation of modernized corporate policies and services and ensures that they remain responsive to the changing needs and requirements of the Post and Telecommunications Department;
- Monitors the performance of the Branch against targets and milestones and approved budgetary allocation;
- Leads in the development and implementation of the overall Divisional Work Plan and the Individual Work Plans for employees within the Branch; ensuring that they are aligned to the Operational Plan and that staff is effectively utilized and productivity of the Branch optimized;
- Ensures the development/review and implementation of operational systems and procedures to guide the effective delivery of services by the respective units within the span of control;
- Examines periodic reports submitted by Divisional heads and ensures actions are taken and/or appropriate responses provided on corporate services related matters;
- Monitors the implementation of initiatives to ensure conformance with government guidelines and internal policies;
- Conducts risk and feasibility assessments of strategies regarding functions area;

- Provides technical advice to Executive Management and Heads of Division and postal Branch Managers in relation to functional areas informed by governing legislation, regulations, government policies and best practices;
- Undertakes initiatives to improve quality of work processes through consultations with stakeholders;
- Ensures that appropriate Service Level Agreements are in place for responsible functional areas as necessary, informed by the Branch's capacity and best practices in customer service standards.

#### **i) Administration & Asset Management**

- Leads in the development and implementation of strategic initiatives to enhance asset management based on coordination with diverse stakeholders, including Heads of Divisions, Ministry of Finance and Auditor General's Department;
- Reviews and provides direction for overarching strategies and procedures regarding operations within the various functional areas and evaluates their continued relevance in light of environmental changes;
- Reviews/participates in the implementation of the Disaster Recovery Plan for equipment, information and furniture for the corporate office and all office locations island wide;
- Ensures that the office/asset management functions are undertaken in a manner that enhances the performance of the Department.

#### **ii) Procurement Management**

- Manages the development of the Procurement Plan for the Branch based on analysis of resource needs and allocations;
- Ensures the implementation of the procurement policies and procedures, which fosters cost savings and value for money;
- Conducts analysis of procurement practices within the Department to provide advice on projected timelines and efficiency of procedures;
- Leads and reviews the preparation of required reports to the Office of the Contractor General;
- Reviews contracts and tenders for conformance to government guidelines and policies;
- Directs the analysis of market and delivery systems in order to assess present and future resource availability;
- Oversees the preparation of submissions to the National Contract Commission and to Cabinet as required;

#### **iii) Facilities and Property Management**

- Oversees and monitors lease negotiations with various property owners, ensuring critical property requirements of the Department are taken into account;
- Monitors the development and implementation of project plans for redesigned office layouts and ensures conformity to Government/Departmental policies procedures and guidelines;
- Reviews analysis of the Department's space requirements based on emerging needs and structures;
- Contributes to cost saving and energy efficiency strategies to improve the operating efficacy of the Department;
- Ensures the preparation of annual updates of the PTD's five (5) year (Strategic Plan) building and maintenance plan for submission to the Ministry of Science Energy and Technology (MSET);
- Oversees the preparation and submission of the annual capital and recurrent budgets including costs for acquisition of property, new construction, embedment of safes and minor building repairs;
- Ensures the proper management of the rental of private premises by the Department; including liaison with the National Land Agency (NLA) in brokering rental agreements;

- Represents the Department in the negotiation brokerage of lease/rental agreements for space available in the Department's offices island wide and ensures that the arrangements are managed in keeping with the agreement instruments.

**iv) Human Resource Management and Development**

- Monitors the administration of policies and programmes ensuring consistency, equity and the maintenance of good HRMD practices.
- Oversees the implementation of an effective recruitment and selection programme aimed at selecting and retaining competent and productive employees, in keeping with established government guidelines.
- Establishes an employee development programme which provides opportunities for maximizing the potential of employees and identifying career development options.
- Ensures the implementation of the Performance Management and Appraisal System (PMAS) in PTD by providing leadership and guidance to facilitate effective and efficient implementation of all facets of the initiative.
- Ensures the periodic review and analysis of the PTD's structure and manpower needs and makes recommendations for adjustments where necessary to meet the changing requirements of operational objectives as indicated in the PTD's strategic planning process.

**v) Information and Communications Technology**

- Oversees the provision of information technology systems to transform and modernize the operations of the PTD.
- Ensures the development and implementation of an information systems strategy for the PTD.
- Promotes the use of information technology as an agent to transform and modernize the PTD's operations and strategies.
- Ensures the design and development of new enabling technologies are in keeping with needs and priorities of PTD.

**vi) Customer Services and Corporate Communications and Public Relations**

- Ensures the development and implementation of a Strategic Communication Plan and Programs for the Post and Telecommunication Department;
- Reviews monthly updates on Corporate Communications and Public Relations activities in relation to the PTD and makes recommendations where necessary;
- Ensures media requests are responded to and represents the Department on issues attracting media coverage;
- Oversees the preparation of activities for the roll out of new products and services offered by the Post and Telecommunications Department;
- Ensures that regular customer service/marketing surveys are conducted to assist in the assessment process;
- Leads the consultation with Executive Management, Regional Managers, and the Quality Assurance Manager in developing customer service procedures, policies and standards for the Department;
- Analyzes statistics or other data to determine the level of customer service being provided by the Department.

***HUMAN RESOURCE MANAGEMENT***

- Provides strategic direction to the development and delivery of training and development initiatives for staff of the Department;
- Monitors and evaluates the performance of direct reports, prepares performance appraisals and recommend and/or initiates corrective action where necessary to improve performance and/or attaining established personal and/or organizational goals;
- Participates in the recruitment of staff for the Branch and recommends transfer, promotion, termination and leave in accordance with established human resource policies and procedures;
- Provides leadership and guidance to direct reports through effective planning, delegation,

- communication, training, mentoring and coaching;
- Facilitates welfare and development of staff in the Branch;
- Establishes and maintains a system that fosters a culture of teamwork, employee empowerment and commitment to the Division's and organization's goals;
- Ensures the development and implementation of a succession planning framework for the department;
- Ensures the implementation of a PMAS in PTD by providing leadership and guidance to facilitate effective and efficient implementation of all facets of the initiative.

### **REQUIRED COMPETENCIES**

- Excellent oral and written communication skills;
- Excellent interpersonal skills;
- Excellent planning and organizing skills;
- Excellent problem-solving and decision making skills;
- Integrity
- Initiative
- The ability to identify and build effective planning teams which work well across functional boundaries within the Department and with external stakeholders;
- Excellent knowledge of Government procurement policies, Act and Regulations;
- Excellent working knowledge of the GOJ budgeting process;
- Proficiency in the use of relevant computer applications;
- Excellent knowledge of the principles of policy development, analysis and evaluation.
- Knowledge of risk management principles.
- Excellent knowledge of the principles of effective Human Resource Management.
- Knowledge of the Staff Orders, Public Service Regulations and other relevant government regulations.
- Knowledge of the Financial Administration and Audit Act.

### **MINIMUM REQUIRED QUALIFICATION AND EXPERIENCE**

- Master's in Business Administration or Public Administration or comparable qualifications in the Social Sciences, from an accredited tertiary institution;
- Eight (8) years of related working experience in general management, five (5) of which should be at the management level preferably in the public sector, or in an organization of similar size and complexity.
- Proven experience in managing change.
- Certification in Procurement.
- Certificate in Project Management would be an asset.

**Applications along with a detailed resume should be submitted no later than**

**Tuesday, August 8, 2023 to:**

**Director, Human Resource Management and Development**

**Post and Telecommunications Department**

**6 – 10 South Camp Road**

**Kingston**

**Email: [ceooffice@jamaicapost.gov.jm](mailto:ceooffice@jamaicapost.gov.jm)**

**NB: Please note only short-listed candidates will be contacted.**